

LOOP SERVICE (LS) FORM

Description

This section describes the Loop Service (LS) form entries. Each field on the LS form is identified and defined. The LS form must always be associated with Local Service Request (LSR) and End User (EU) forms.

These request forms were designed with the intent to require a minimum of input information. Remark fields provide space for clarification required for items not specifically covered by the request forms. Attachments may also be used to provide lengthy data requiring further specification (e.g., hunting patterns, restrictions, or other such details not easily described through a standard form entry).

This document incorporates the following BellSouth requirements for the population of form entries:

- Required means the field must be populated.
- Optional means the field may or may not be populated.
- Prohibited means the field must not be populated.
- Conditional means the field is dependent upon the relationship to another entry as specified in the usage statement and is dependent upon the presence, absence or combination of other data entries.

All local service ordering forms utilize the following general instructions for justification:

- Quantity fields are right justified.
- Fields with text are left justified.
- Fields not following these justification rules are so noted within the context of the definition and usage statement.
- If a field is designated as prohibited, it should be left blank.

Administrative Section

1. PON - Purchase Order Number

Identifies the customer's unique purchase order or requisition number that authorizes the issuance of this request or supplement.

USAGE: This field is required.

DATA CHARACTERISTICS: 16 alphanumeric characters.

EXAMPLE:

8	2	4	Z	9											
---	---	---	---	---	--	--	--	--	--	--	--	--	--	--	--

2. VER - Version Identification

Identifies the customer's version number.

USAGE: This field is conditional.

Required when the VER field on the LSR form is populated, otherwise prohibited.

The entry must be identical to the VER field entry on the LSR form.

DATA CHARACTERISTICS: 2 alpha characters.

EXAMPLE:

0	1
---	---

3. AN - Account Number

Identifies the main account number assigned by the NSP. If a number is used, it may or may not be the same as the working telephone number.

USAGE: This field is conditional.

Required when the ATN field is not populated.
Otherwise optional.

DATA CHARACTERISTICS: 20 alphanumeric characters.

EXAMPLE:

N																			
---	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

4. ATN - Account Telephone Number

Identifies the account telephone number assigned by the NSP.

If the number is used, it may or may not be the same as the working telephone number.

The LOCBAN field information used in the previous form version should be used here.

USAGE: This field is conditional.

Required when the AN field is not populated.

Otherwise optional.

DATA CHARACTERISTICS: 12 alphanumeric characters (including 2 preprinted hyphens).

EXAMPLE:

2	0	1	-	5	5	5	-	1	2	1	2
---	---	---	---	---	---	---	---	---	---	---	---

5. LQTY - Loop Quantity

Identifies the quantity of loops involved in this service request.

USAGE: This field is required.

DATA CHARACTERISTICS: 3 numeric characters.

EXAMPLE:

		8
--	--	---

6. PG ___ of ___

Identifies the page number and total number of pages contained in this transaction.

USAGE: This field is required.

DATA CHARACTERISTICS: 4 numeric characters.

EXAMPLE: PG

	1
--	---

 of

	2
--	---

[illegible]

9. LNA - Line Activity

Identifies the activity involved at the line level.

USAGE: This field is required.

DATA CHARACTERISTICS: 1 alpha character

VALID ENTRIES: A = New installation and/or account
C = Change an existing account, e.g., rearrangement, partial disconnect or addition
D = Disconnection
M = Inside move of the physical termination within a building
T = Outside move of end user location
R = Record activity is for ordering administrative changes
V = Conversion of service to new LSP

EXAMPLE:

A

10. TSP - Telecommunications Service Priority

Indicates the provisioning and restoration priority as defined under the TSP Service Vendor Handbook. These codes are assigned by the TSP program Office.

USAGE: This field is optional.

A TSP code ending in "00" indicates "revocation," the removal of a previously assigned TSP code.

DATA CHARACTERISTICS: 12 numeric characters (including 1 preprinted hyphen).

VALID ENTRIES

Nine Character TSP Control Identifier
One Character Provisioning Priority Level (E, 0-5)
One Digit Restoration Priority Level (0-5)

EXAMPLE:

T	S	P	1	2	3	4	5	C	-	E	1
---	---	---	---	---	---	---	---	---	---	---	---

11. SAN - Location Routing Number

Identifies a number equivalent to the end user Purchase Order Number.

USAGE: This field is optional.

This may, at the option of the customer, be a requirement when providing service to some governmental agencies.

DATA CHARACTERISTICS: 30 alphanumeric characters.

EXAMPLE:

A	B	1	2	3	4	5	6	7	8																				
								-																					

12. ECCKT - Exchange Company Circuit ID

Identifies a provider's circuit identification. The format of the field is defined by the provider. All components within the ID should be delimited by either virgules or periods. The layout of the field may be defined by the COMMON LANGUAGE standards. When a component of CLT, CLS and CLF is purposely omitted, the component should still be delimited and compressed to eliminate any spaces. If all positions in a component of CLT, CLS and CLF are not populated, the component should be compressed to eliminate any spaces.

USAGE: This field is conditional

Required when the first position of the ACT field on the LSR Form is "C", "D", "M", "T" or "R", otherwise optional.

DATA CHARACTERISTICS: 36 alphanumeric characters.

EXAMPLES: Telephone Number Format:

Prefix/Service Code and modifier/NPA/NXX/XXXX/ Terminal Number (if applicable). This format may be up to 30 characters in length.

[illegible]

Serial Number Format:

Prefix/Service Code and modifier/Serial Number/ Suffix Code/AP Code/Segment Name (if applicable). This format may be up to 27 characters in length.

[illegible]

Facility ID Format:

Facility Designation/Facility Type/Office A Location/Office Z Location.
This format may be up to 36 characters in length.

[illegible]

13. CFA - Connecting Facility Assignment

Identifies the provider carrier system and channel to be used. The Facility Identification consists of the following elements:

- The Facility Designation which uniquely identifies a particular facility type between two terminal locations (variable length, 1-5 characters).
- The Facility Type which is usually identified through the use of a code set found in the Bellcore Practice BR-795-450-100 (variable length, 1-6 characters).
- The Channel/Pair number of the facility that is being used to provide the service (variable length, 1-5 characters).
- The "A" Location, which is the location of the facility termination that has the lower alphanumeric CLLI code.
- The "Z" Location, which is the location of the facility termination that has the higher alphanumeric CLLI code.
- Virgules (/) are used as delimiters to separate the different elements of the CFA. All element entries of the Connecting Facility Assignment are left justified with no trailing spaces.

USAGE: This field is conditional

Required when utilizing Hi-Cap facilities and the customer has assignment control, otherwise optional.

DATA CHARACTERISTICS: 42 alphanumeric characters.

EXAMPLE:

1	0	1	/	T	1	/	3	/	B	S	T	N	M	A	G	T	O	G	O	/
B	S	T	N	M	A	M	T	C	G	O										

14. System ID - System Identification

Identifies the customer's system to be used in a collocation arrangement.

USAGE: This field is conditional.

Required when the customer has assignment control in a collocation arrangement, otherwise optional.

DATA CHARACTERISTICS: 5 alphanumeric characters.

EXAMPLE:

A	A			
---	---	--	--	--

15. CABLE ID - Cable Identification

Identifies the provider's central office cable to be connected to the customer's collocated equipment.

USAGE: This field is conditional.

Required when the customer has assignment control in a collocation arrangement,
otherwise optional.

DATA CHARACTERISTICS: 5 alphanumeric characters.

EXAMPLE:

X	X	X	0	1
---	---	---	---	---

16. SHELF

Identifies the number assigned to the customer's shelf to be used in a collocation arrangement..

USAGE: This field is conditional.

Required when the customer has assignment control in a collocation arrangement,
otherwise optional.

DATA CHARACTERISTICS: 6 alphanumeric characters.

EXAMPLE:

2	0				
---	---	--	--	--	--

17. SLOT

Identifies the customer's specific connection slot to be used in a collocation arrangement.

USAGE: This field is optional.

Required when the customer has assignment control in a collocation arrangement,
otherwise optional.

DATA CHARACTERISTICS: 6 alphanumeric characters.

EXAMPLE:

0	7				
---	---	--	--	--	--

18. RELAY RACK

A code that identifies the customer's bay/cabinet in a collocation arrangement and may also include the floor and aisle where the specific piece of equipment is located.

USAGE: This field is conditional.

Required when the customer has assignment control in a collocation arrangement, otherwise optional.

DATA CHARACTERISTICS: 10 alphanumeric characters.

EXAMPLE:

1	0	0	0	5	2	-	0	3	
---	---	---	---	---	---	---	---	---	--

19. CHAN/PAIR - Channel/Pair

Identifies the specific channel or pair within the provider's cable to be used for connection.

USAGE: This field is optional.

Required when the provider has assignment control in a collocation arrangement, otherwise optional.

DATA CHARACTERISTICS: 5 alphanumeric characters.

EXAMPLE:

2	4			
---	---	--	--	--

20. JK CODE - Jack Code

Indicates the standard code for the particular registered or non-registered jack used to terminate the service. Familiarization with the FCC's registration rules is requisite for all parties involved for the determination of the proper jack code for a given registered service. Registered jacks used to terminate category 1 and 3 services begin with the designation "RJ".

USAGE: This field is conditional.

Required when the JR field is populated, otherwise prohibited.

DATA CHARACTERISTICS: 5 alphanumeric characters.

EXAMPLE:

R	J	2	1	X
---	---	---	---	---

21. JK NUM - Jack number

Identifies the number of the jack used on end user connections.

When the jack identification is unknown, enter 99 in this field.

USAGE: This field is conditional.

Required when the JK CODE field is populated, otherwise prohibited.

DATA CHARACTERISTICS: 2 alphanumeric characters.

EXAMPLE:

B	2
---	---

22. JK POS - Jack Position

Identifies the position in the jack that a particular service will occupy.

When jack position is unknown, enter 99 in this field to specify next available position.

USAGE: This field is conditional.

Required when the JK CODE field is populated, otherwise prohibited.

DATA CHARACTERISTICS: 2 numeric characters.

EXAMPLE:

9	9
---	---

23. JR - Jack Request

Indicates a request for a new jack.

USAGE: This field is optional.

DATA CHARACTERISTICS: 1 alpha character.

VALID ENTRIES: Y = Yes

EXAMPLE:

Y

Service Details

7. REF NUM - Reference Number

Identifies the first line or trunk as a unique number and each additional line or trunk segment as a unique number. It is customer assigned and is returned on the confirmation notice to the ordering customer. It is generated it cannot be changed and is retained through completion of the request. The values are to be assigned consecutively and must be unique throughout the request at the PON level.

USAGE: This field is required.

DATA CHARACTERISTICS: 4 numeric characters.

EXAMPLE: | 0 | 0 | 2 | 3 |

8. CKR - Customer Circuit Reference

Identifies the circuit number assigned by the customer. CKR is used by the customer as a cross reference to the provider circuit ID and in many cases to identify the customer's end-to-end service.

USAGE: This field is optional.

DATA CHARACTERISTICS: 36 alphanumeric characters.

[illegible]

9. LNA - Line Activity

Identifies the activity involved at the line level.

USAGE: This field is required.

DATA CHARACTERISTICS: 1 alpha character

VALID ENTRIES: C = Change an existing account (e.g., rearrangement, partial disconnect, addition, or transition from INP to LNP).
D = Disconnection
R = Record activity is for ordering administrative changes
V = Conversion of service to new LSP

EXAMPLE:

10. LRN - Location Routing Number

Identifies a number used to uniquely identify a switch that has ported numbers and is used to route a call to the switch that owns the NPA-NXX portion of the LRN.

LRN is a 10-digit number in the form of NPA-NXX-XXXX.

The LRN provided by the NPAC will be used.

This field is **NOT APPLICABLE** for Bell South.

11. TDT - Ten Digit Trigger

Indicates the request for the activation of a ten digit trigger for local routing number portability.

USAGE: This field is optional.

DATA CHARACTERISTICS: 1 alpha character

VALID ENTRIES: Y = Yes
N = No

EXAMPLE:

12. ECCKT - Exchange Company Circuit ID

This field is NOT APPLICABLE for BellSouth.

13. PORTED # - Ported Telephone Number

Identifies the telephone number to be retained.

USAGE: This field is required.

DATA CHARACTERISTICS: 12 numeric characters. (including 2 preprinted hyphens)

EXAMPLE:

9	0	8	-	6	9	9	-	7	0	0	0
---	---	---	---	---	---	---	---	---	---	---	---

14. TNP - Total Number of Paths

Identifies the total number of talk paths, including the initial path, associated with the ported number.

USAGE: This field is conditional.

Required when the ACT field on the LSR Form is "C" or "V" and the NPT field is "B," otherwise prohibited.

DATA CHARACTERISTICS: 3 numeric characters.

VALID ENTRIES: 001 - 999

EXAMPLE:

0	0	1
---	---	---

15. CFTN - Call Forward To Number

Identifies the telephone number to which calls will be directed.

USAGE: This field is conditional.

Required when the ACT field on the LSR Form is "C" or "V" and the NPT field is "B," otherwise prohibited.

DATA CHARACTERISTICS: 12 numeric characters. (including 2 preprinted hyphens)

EXAMPLE:

6	0	9	-	5	5	5	-	1	5	5	5
---	---	---	---	---	---	---	---	---	---	---	---

Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554

In the Matter of

Application by BellSouth Corporation,
BellSouth Telecommunications, Inc.
and BellSouth Long Distance, Inc., for
Provision of In-Region, InterLata
Services in South Carolina

CC Docket No. 97-208

REPLY AFFIDAVIT OF WILLIAM N. STACY

William N. Stacy, being duly sworn, deposes and says:

I. PURPOSE OF THE AFFIDAVIT

1. The purpose of my affidavit is to both clarify and refute various statements and conclusions in the Department of Justice's (DOJ) recommendation to the Federal Communications Commission (FCC) concerning performance measurements set out in BellSouth's 271 application in South Carolina. In particular, I will address Mr. Michael J. Friduss' affidavit. Mr. Friduss indicated there were several measurements that he had not found in BellSouth's permanent performance measures, SGAT, or in any interconnection agreement he had reviewed. He also listed, on page 31 of his affidavit, the performance measures that BellSouth should provide in order to demonstrate parity and/or non-discrimination.

2. I will address Mr. Friduss' comments by first addressing performance measurements that were included in the South Carolina filing, yet overlooked by Mr. Friduss in his review. Primarily, these measurements are related to Operational Support Systems (OSS). Next, I will address those measurements that BellSouth will adopt going forward based on the DOJ's input. Next, I will address those performance

measures which BellSouth believes are not necessary or required to demonstrate parity and/or non-discrimination. Finally, I will address the "adequacy" measures defined by Mr. Friduss.

II. Performance Measurements Included in September 30, 1997 South Carolina Filing

3. Mr. Friduss stated, on page 15 (paragraph 54) of his affidavit, that BellSouth did not include "any pre-ordering performance measures in its permanent measurements, SGAT, or in interconnection agreements" that he reviewed. These measurements were included in my OSS Affidavit (Appendix A, Exhibit 12). Pre-ordering OSS scheduled and actual availability performance data was provided in Exhibit WNS-35 and Exhibit WNS-36. Response time intervals for pre-ordering functions were shown in Exhibit WNS-37. Response time intervals were not provided for customer service record retrieval and product/service availability retrieval because the access mechanisms, utilized by CLECs and BST retail, measure response times using different criteria. BellSouth has incorporated OSS availability and response time interval performance measurements as part of its permanent set of measurements.

4. Additionally, Mr. Friduss indicated that for the overall maintenance measures, BellSouth had provided all of the required measures except for OSS availability. Again, that particular measurement was in the OSS Affidavit, Exhibit WNS-35.

5. Mr. Friduss also noted on page 17 (paragraph 57) of his affidavit that BellSouth had not provided any measurements for service order quality. Mr. Friduss listed four different measures which he believed addressed service order quality: service order accuracy, percent reject orders, order submissions per order, and percent flow through. Mr. Friduss further stated that all of these measurements were not necessary to determine the reliability of the service order submission process, and that one or more would be sufficient. In my initial OSS Affidavit, data was provided on two of these measures: percent flow through and percent rejects (Exhibit WNS-41).

6. On page 17 and 18 of his affidavit, Mr. Friduss indicated speed of answer for the ordering center was an important measure of adequacy in a manual or electronic environment. Local Carrier Service Center (LCSC) performance data was provided in my OSS affidavit (Exhibit WNS-46).

7. On page 31, Mr. Friduss indicated BellSouth should provide percent service provisioned out of interval as an ongoing measurement. BellSouth provided such data in my Performance Affidavit (Exhibit WNS-10).

8. Mr. Friduss stated, on page 26 of his affidavit, that BellSouth had not proposed any billing measures in its permanent measurements; however, he noted that the BellSouth/AT&T agreement contained a bill timeliness, bill accuracy and bill completeness measurement. Again, BellSouth addressed this particular measurement in the OSS Affidavit, Exhibit WNS-53. BellSouth provided performance data on its Optional Daily Usage File (ODUF). BellSouth intended to provide comparative data using its Centralized Message Distribution System (CMDS) performance but inadvertently left out the comparative data during the data collection process. The timeliness measurement is considered a permanent BellSouth measurement. The CMDS performance data is shown in Reply Exhibit WNS-1, attached to this affidavit.

9. On page 28 of his affidavit, Mr. Friduss stated BellSouth did not propose any measurements for facilities-based CLECs. The unbundled loop report, in my Performance Affidavit (Exhibit WNS-3), applies to facilities based CLECs.

III. Additional Measurements Adopted as Part of BellSouth's Permanent Measurements

10. Mr. Friduss noted that BellSouth provided average provisioning interval performance data; however, he expressed concern that BellSouth's data addressed issue date to original due date, not issue date to completion date. BellSouth continues to state that this particular measure is not a valid indicator of parity for assessing wholesale performance results which impact end-users. However, BellSouth has made this information available as part of its response. Exhibit WNS-2 provides October performance data for BellSouth retail and the CLECs. Overall results reflect non-discriminatory performance.

11. BellSouth will also include, in its permanent measures, Maintenance Missed Appointment performance data for unbundled network elements on a going forward basis.

IV. Measurements Not Required or Necessary to Demonstrate Parity or Non-Discrimination

12. On page 17 of his affidavit, Mr. Friduss recognized that BellSouth has agreed to provide Firm Order Commitment (FOC) and Rejected Order performance data as part of its contractual measurements. BellSouth did not include an FOC or Reject permanent measure because providing the data on an aggregate basis would be meaningless given the various performance targets requested by the CLECs. Mr. Friduss appears to define the performance standard in his Affidavit rather than allow BellSouth and the CLECs to negotiate specific timeliness measurements for return of order completion information based on their specific business needs. For FOCs and rejects, BellSouth has agreed to provide performance data on a CLEC specific basis based on contractual requirements.

13. BellSouth does not agree with Mr. Friduss' assertions regarding market and product parity requirements. For market parity, he suggests two main categories for customer groupings (geographic and class of service). While BellSouth does not disagree with the basic premise of this statement, BellSouth disagrees with the

geographic and product granularity that Mr. Friduss further purports in his discussion. BellSouth has provided geographic and class of service performance data. It has provided state and regionwide data for residence and business classes of service. BellSouth has also agreed to provide performance data on special services (designed services) as evidenced by its agreement with AT&T. BellSouth does not agree, however, with Mr. Friduss' suggestion that BellSouth must provide performance measures "where a CLEC markets its products" and for "any specific product a CLEC chooses to provide end users in South Carolina."

14. To require BellSouth to produce data for a product in a specific wire center is totally unreasonable. BellSouth could literally spend hundreds of thousands of man-hours and dollars to produce an undetermined number of performance reports. The Act imposes no such requirement.

15. BellSouth has already committed to, and provided, dozens of measurements on its OSS functions, provisioning and maintenance functions, billing functions, etc.. These measures are sufficient to demonstrate parity and non-discrimination. Regardless of whether a CLEC operates in a single wire center or throughout a state, if the end user customer is not satisfied, if appointments are not met and out-of-service conditions occur, BellSouth's permanent measurements will reflect that end user dissatisfaction. As indicated in my performance affidavit on page 9, BellSouth will conduct analyses to correct any discrepancy in CLEC performance. These root cause analyses will identify if there is a particular problem in a geographic location, a facilities held condition, or a particular problem in provisioning a specific product. To require BellSouth to produce performance data at the level suggested by Mr. Friduss is both unreasonable and unnecessary.

16. On page 23 of his affidavit, "an orders held for facilities" measurement was cited as being necessary. BellSouth does not believe this measurement is necessary since the

provisioning appointments met measurement reflects the result of any held orders. Moreover, BellSouth does not have this data currently available in its Data Warehouse.

17. As to the “other” category described by Mr. Friduss on page 26, BellSouth did not include Operator Services Speed of Answer and Directory Assistance Speed of Answer measures in its permanent measurements. BellSouth does not negotiate specific speed of answer targets with individual CLECs. Rather, BellSouth is accountable to each state’s Public Service Commission (PSC) for adhering to an average speed of answer measurement for all parties. This measurement is set by the PSCs.

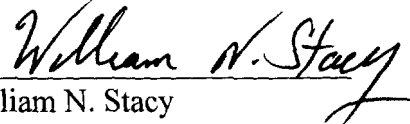
V. Adequacy Measures

18. Mr. Friduss, on page 8 of his affidavit, recognizes that an “apples to apples” comparison is not always possible, especially for those services that BellSouth provides only to its CLEC customers. He applies the term “adequacy measures” in an effort to describe the type of performance data that is required to demonstrate or determine whether CLECs have been afforded a meaningful opportunity to compete. However, on page 19, Mr. Friduss incorrectly assumes that unbundled network element (UNE) processes are analogous to retail processes in several instances. First, and foremost there is an incremental step that is always involved in provisioning a UNE that is not required when handling a retail order. BellSouth cannot close out a UNE order until the technician calls the CLEC to “accept the UNE”. UNEs are not analogous to retail as specified by the FCC in its Michigan Order, #141.

VI. Summary

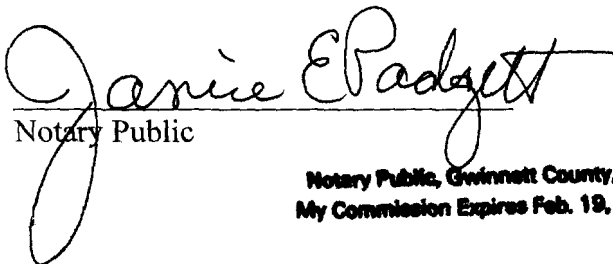
19. In summary, BellSouth is committed to providing service to its CLEC customers in a non-discriminatory manner. BellSouth is also committed to collecting and providing the necessary data and reports that demonstrate parity or non-discrimination. BellSouth has proposed and adopted a robust set of performance measures which meet this criteria. BellSouth has further demonstrated its commitments by developing a Data Warehouse and offering to provide CLECs with access. BellSouth conforms to required performance measurement obligations.

20. I hereby swear that the foregoing is true and correct to the best of my information and belief.



William N. Stacy
Assistant Vice President
Interconnection Services
BellSouth Telecommunications, Inc.

Subscribed and sworn to before me this 12
day of November, 1997.


Notary Public

Notary Public, Gwinnett County, GA
My Commission Expires Feb. 18, 2000

ISSUE DATE TO COMPLETION DATE AVERAGE INTERVAL REPORT

Time Period: 10/1/97 - 10/31/97

ORDER TYPE	CLASS OF SERVICE	BST		CLEC	
		S.C.	AGGREGATE	S.C.	AGGREGATE
"C"	Residence Non Dispatch	1.6	1.7	1.7	2.2
	Residence Dispatch Out	6.1	6.0	1.0	5.4
	Business Non Dispatch	1.6	1.5	1.9	2.2
	Business Dispatch Out	6.7	6.0	4.0	6.8
"N"	Residence Non Dispatch	2.4	2.8	6.2	5.2
	Residence Dispatch Out	8.0	7.3	8.0	6.5
	Business Non Dispatch	2.2	2.7	3.7	3.6
	Business Dispatch Out	12.6	10.3	3.2	4.9
"T"	Residence Non Dispatch	4.8	4.9	2.3	2.7
	Residence Dispatch Out	9.4	8.7	2.0	5.8
	Business Non Dispatch	5.1	4.9	3.0	5.6
	Business Dispatch Out	12.9	11.2	13.0	9.7

EXHIBIT WNS-2

Issue to
Completi
n Date
Intervals
Report
Time
Period:
10/01/199
7 -
10/31/199
7

	Same Day	1	2	3	4	5	>5
SC Residential Non-Dispatched							
LCSC C Orders	28	26	1	2	0	1	0
% of Total Orders	48.28	44.83	1.72	3.45	0	1.72	0
% of Total Orders - Cumulative	48.28	93.1	94.83	98.28	98.28	100	100
BST C Orders	82174	43584	3373	5209	1243	196	665
% of Total Orders	60.23	31.94	2.47	3.82	0.91	0.14	0.49
% of Total Orders - Cumulative	60.23	92.17	94.64	98.46	99.37	99.51	100
BST Residential Non-Dispatched							
LCSC Subtotals C Orders	6624	4244	905	830	169	74	405
% of Total Orders	49.99	32.03	6.83	6.26	1.28	0.56	3.06
% of Total Orders - Cumulative	49.99	82.02	88.85	95.11	96.39	96.94	100
BST Subtotals C Orders	1551881	834747	67017	101289	23566	5600	27467
% of Total Orders	59.42	31.96	2.57	3.88	0.9	0.21	1.05
% of Total Orders - Cumulative	59.42	91.39	93.95	97.83	98.73	98.95	100
SC Residential Dispatched	Same Day	1	2	3	4	5	>5

LCSC C Orders	1	0	0	0	0	0	0
% of Total Orders	100	0	0	0	0	0	0
% of Total Orders - Cumulative	100	100	100	100	100	100	100
BST C Orders	74	45	299	103	264	151	565
% of Total Orders	4.93	3	19.92	6.86	17.59	10.06	37.64
% of Total Orders - Cumulative	4.93	7.93	27.85	34.71	52.3	62.36	100
BST Residential Dispatch							
LCSC Subtotals C Orders	7	8	11	7	5	1	11
% of Total Orders	14	16	22	14	10	2	22
% of Total Orders - Cumulative	14	30	52	66	76	78	100
BST Subtotals C Orders	1591	3289	4011	3072	3416	2329	7468
% of Total Orders	6.32	13.06	15.93	12.2	13.57	9.25	29.66
% of Total Orders - Cumulative	6.32	19.38	35.32	47.52	61.09	70.34	100
SC Business Non-Dispatched							
	Same Day	1	2	3	4	5	>
LCSC C Orders	61	47	7	12	4	1	1
% of Total Orders	45.86	35.34	5.26	9.02	3.01	0.75	0.75
% of Total Orders - Cumulative	45.86	81.2	86.47	95.49	98.5	99.25	100
BST C Orders	11496	4711	107	177	198	43	294
% of Total Orders	67.52	27.67	0.63	1.04	1.16	0.25	1.73
% of Total Orders - Cumulative	67.52	95.19	95.82	96.86	98.02	98.27	100
BST Business Non-Dispatched							
LCSC Subtotals C Orders	1693	1357	905	108	74	21	6
% of Total Orders	40.11	32.15	21.44	2.56	1.75	0.5	1.4
% of Total Orders - Cumulative	40.11	72.26	93.7	96.26	98.01	98.51	100